

# Alejandro Sandoval III

📍 Albuquerque, NM    ✉ alejandrosandoval422@gmail.com    ☎ 505 917 5505    📁 Portfolio    in asandoval-iii

## PROFESSIONAL SUMMARY

Innovative IT professional with extensive experience in managing Microsoft Admin Centers, including Security and Exchange, and Active Directory. Recognized for rapidly learning and implementing new technologies to improve user support and operational efficiency. Reduced help desk response time by 50% through effective ticket management and proactive problem-solving. Adept at configuring and deploying hardware, ensuring seamless integration and user experience. Committed to leveraging remote support tools, including Microsoft Intune and ScreenConnect, to enhance technical support delivery.

## Education

- BS**    **The University of New Mexico**, Computer Science - Minor in Gaming    May 2023
- **Coursework:** Cybersecurity, AI, Database Management, Software Engineering, Numerical Computation, Discrete Mathematics, Data Structures, Algorithms, and Computer Operating Systems.
- AAS**    **Central New Mexico Community College**, Integrated Studies    May 2021

## Experience

- New Mexico Department of Justice**, IT End User Support I    Albuquerque, NM  
Apr 2024 – Present
- Manage Microsoft Admin Centers and Active Directory, providing technical support and ensuring efficient user access management.
  - Configure hardware and over 100+ mobile devices, including laptops and cell phones, while effectively addressing help desk tickets related to VPN setup and file sharing.
  - Problem-solving skills by reverse engineering and troubleshooting critical systems.
  - Monitor security protocols and implemented best practices, leveraging remote support tools to resolve technical issues efficiently.
- The University of New Mexico**, Student Technical Specialist    Albuquerque, NM  
Aug 2021 – May 2023
- Resolved computer, internet, printer, and various technology-related issues to ensure seamless operations.
  - Efficiently distributed computers university-wide using an imaging process, implementing secure software, and coordinating deployment in collaboration with all IT departments.
  - Independently navigated and resolved complex challenges spanning software, hardware, network, and other technical domains.

## Certifications

- NW3C, U.S. Department of Justice**    July 2024
- Advanced Digital Forensic Analysis: iOS & Android

## Publications

- Synthesis and characterization of colloidal ZnTe nanocrystals and ZnTe/ZnSe quantum dots**    Feb 2018
- Gavin P. Gonzales, **Alejandro Sandoval III**, Gema Alas, Arjun Senthil, Nathan J. Withers, Christina Minetos, Sergei A. Ivanov, Gennady A. Smolyakov, Dale L. Huber, Marek Osiński
- 10.1117/12.229933 [🔗](#)

## Technologies

**Languages:** Javascript, HTML, CSS, Python, SQL, C, C++

**Technologies:** Microsoft 365 Admin Center (Security, Intune, Exchange, Entra), ScreenConnect, Papercut, Foxit, Mojo Helpdesk, Git, Unity, Oracle VM VirtualBox